



SOLID WASTE works

spring 2008

Solid Waste Works is a quarterly employee newsletter published by the Miami-Dade County Department of Solid Waste Management

Preparing for the Storms

Yes, it's that time again – time to prepare for what is predicted to be an active hurricane season. The DSWM prepares for hurricane season each year by updating its hurricane manual. The manual includes information on staff responsibilities to ensure the safety of DSWM employees and guides our performance during an emergency.

The hurricane manual contains standard operating procedures, emergency contact numbers, hurricane supply lists, damage assessment forms, expense tracking information, and staging area maps. It is distributed to the Director's Office, Division Directors, the County Manager's Office, and the Emergency Operations Center (EOC). The DSWM station at the EOC maintains a permanent copy year round. The Department has rotating staff members at the EOC for public information and recovery operations.

On May 22, the DSWM participated in a functional hurricane exercise coordinated by the Office of Emergency Management to validate plans, policies, agreements and procedures; to clarify roles and responsibilities; and to identify any resource gaps in an operating environment. DSWM Emergency Management/ Hurricane Coordinator Cornelius Allen and employee Stacey McDuffie

participated in creating the exercises, and Robert Menge represented the Department. A statewide hurricane exercise will be held at the EOC on June 2.

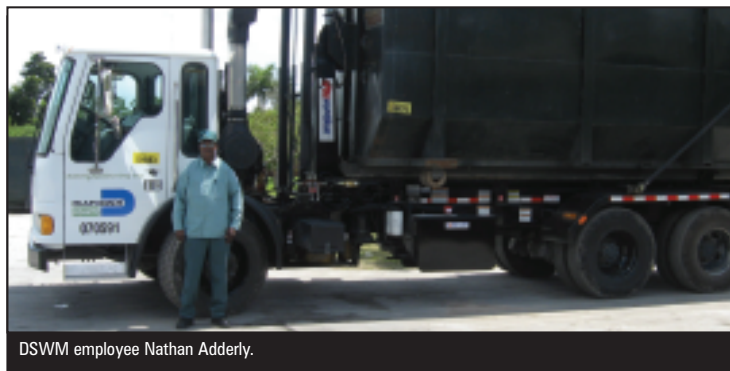
"After a hurricane, the Department's responsibilities include coordinated debris removal from the public right-of-way and road clearing to facilitate the movement of emergency response vehicles," said Allen. "Enforcement, Garbage, Trash, Landfills, and Transfer Divisions provide initial damage assessments that help us determine what type of assistance is needed and provide help quicker to areas that are hit the hardest."

On the job we prepare to ensure that we are safe and that the Department is secure, so that after the storm we are able to help the community; but we also need to ensure the safety of our families and homes. DSWM employee Nathan Adderly started preparing for hurricane season with his dad in February. They went through a rehearsal process to ensure they had all the necessary supplies, and that his 84-year-old dad can function alone when he goes to work.

"The most important thing is to have a safety plan and to start preparing early," said Adderly.

Start by preparing a hurricane supply list. Experts recommend including at least one gallon of water per person per day, and enough non-perishable foods such as canned foods, a manual can opener, cooking utensils, cereal, juices, as well as paper plates and cups for three to seven days. Remember essential medical supplies like first aid equipment,

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DSWM employee Nathan Adderly.

DID YOU KNOW?

☉ Hurricane Preparedness Week is May 25 - 31.

☉ The official hurricane season is from June 1 to November 30, but hurricanes can happen any time of the year.

☉ The average life of a hurricane is nine days.

☉ A hurricane is most destructive during its first 12 hours onshore.

☉ A typical eye of a hurricane measures 20 miles across.

MESSAGE FROM THE DIRECTOR



Dear DSWM Staff,

As a Department, we set many goals and objectives that we would like to accomplish this fiscal year. I am proud to report that DSWM staff continues to work as a team to implement strategies and improve our services, and we are well on our way to achieving our goals.

We are re-developing our current mission statement that is outdated and not easily remembered. At our Senior Staff Retreat, I discussed the process that we will use to involve all employees in the creation of this new mission statement. With your help and the leadership of our new Assistant Director of Administration Aneisha Daniel, we will improve our current mission statement to one that is a better fit for our organization, keeping us focused on our true purpose – *Delivering Excellence Every Day*.

We must also focus our attention on providing great customer service. We receive hundreds of calls every day and our goal is to provide

the best level of service possible. That includes a friendly and inviting voice that makes the customer feel comfortable and lets them know that we care about their concerns.

Lastly, I am very excited to share with you that the Department has received additional funding to enforce our commercial and multi-family recycling program.

All that we have achieved was possible because we never lost sight of our purpose, our commitment to our customers and our constant drive to provide a better service to our community.

Kathleen Woods-Richardson
Director

Providing Great Customer Service

Do you know the one service that all DSWM employees are responsible for? Well, here's a little hint – it begins with answering the phone. If you said great customer service, you are right! Great customer service begins the moment any DSWM employee answers the phone. Follow these helpful telephone tips to continue *Delivering Excellence Every Day* by providing great customer service.



DSWM Receptionist Laverne Moore.

- When answering a call, greet the customer by saying, "Thank you for calling the Department of Solid Waste Management. My name is _____, how may I help you?"
- Always place a customer on hold by asking, "May I place you on hold?"

- When transferring a call, provide the name and phone number of the person to whom the caller is being transferred to, stay on the line until the person answers the telephone and make sure the transferred call goes to the exact person to avoid further transferring.
- When closing a call, ask if the customer needs additional help or has any additional questions by asking, "Is there anything else that I can help you with?" and, thank the customer for calling the DSWM by saying, "It was my pleasure to serve you. Thank you for calling the Department of Solid Waste Management."

By following these simple tips, you will help the DSWM speak to our customers in a unified voice as we continue *Delivering Excellence Every Day*.

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prescription drugs, toiletries and special items for babies and the elderly. Other essential items include: batteries, flashlights, battery operated radios, a fully charged cell phone, cash and pet care items. If you have pets, pet-friendly and special needs hurricane shelters are available for family and friends, but you must pre-register by dialing 3-1-1.

Inform a neighbor. Assist those around you by ensuring they are aware of proper DSWM waste disposal, Trash and Recycling Center operating hours, how to secure EZ GO Waste Carts and recycling containers, and how to properly discard of hazardous chemicals.

Natural disasters bring communities together, and the wrath of a storm will not stop the DSWM from our commitment of *Delivering Excellence Every Day*. For more hurricane preparation tips, visit www.miamidade.gov/dswm to view "Prepare Now for the Storm."

Automated Recycling Coming Soon

The DSWM is proud to announce another significant advancement in curbside pickup for the residents of Miami-Dade County. Soon, there will be no need to distinguish between the blue and green recycling bins in our homes. This summer, the Department will provide a new service to help protect our environment by launching a single stream automated recycling program.

Residents will receive one blue 65-gallon container on wheels that can hold paper, plastic, glass, cans, cardboard, chipboard and juice cartons. No more bending to lift

one heavy recycling bin after another. Now, all recyclable materials can be placed in one single cart and rolled out to the curb.

"I am very excited about the new program," said DSWM Deputy Director of Administration Christopher Rose. "It will be easier for our customers and by greatly increasing the amount of acceptable recyclable materials we will reduce the waste that goes to our landfills."

A seamless education program is in development, a transition team is hard at work and vendors are bringing in trucks and carts for the new every-other-week recycling program.



Stepping Up Recycling Enforcement

Miami-Dade County and the DSWM are committed to recycling and protecting the environment.

Together, we can make it possible for our residents to participate on this journey to preserve our planet now and for future generations.

Single family residents are asked to put recycling out on the curb for weekly collection. What you may not know is that all commercial and multi-family units are required to have a recycling program. The County Code contains specific information on commercial and multi-family recycling requirements.

While the DSWM has always enforced commercial and multi-family recycling, enforcement has been limited to simply responding to complaints. This fiscal year, the Enforcement Division received additional funding to help increase enforcement of the ordinance. Additional Enforcement Officers will allow the DSWM to take a proactive approach to enforcing the code.

Learn more about commercial and multi-family recycling by watching the Director's County Connection interview segment available on Video On-Demand by visiting www.miamidade.gov/dswm.



A Global Reflection

Earth Day, celebrated each year on April 22, marks a global movement to protect our global environment. This annual recognition of our planet is a day to reflect on the Earth's beauty and how we can protect it.

The DSWM commemorated Earth Day by sponsoring an environmental awareness campaign and participating in several environmental events being held throughout Miami-Dade County, including Baynanza, Green is Universal and Commissioner Rebeca Sosa's Festival of Services.

The DSWM also hosted a two-day home chemical collection and electronic waste recycling event at the SDF and the 58th Street facility in Doral. Television and radio ads helped encourage residents to drop-off items for recycling and proper disposal. Event participants received an

environmentally friendly canvas tote; and energy efficient and recycled products were raffled away.

Earth Day may have passed for this year, but you can do your part every day to preserve our planet by recycling products to reduce the amount of trash sent to landfills; by using energy efficient light bulbs; and by using public transportation or carpooling to work.

These are just a few simple tips. Next year when you reflect on your contribution to the environment, you can be proud of all that you did to help protect it and ensure its future health and beauty.



CONGRATULATIONS

Twenty-six DSWM staff members have been rewarded for their hard work on the job with a promotion during the second quarter of the fiscal year. The following is a listing of the employees and their new positions:

Waste Attendant 1

Annette Brown
Michael Cade
Keith Carr
Daniel Figueroa
Methola St. Gilles
Corey Holifield
Lamont Lipscomb
Abraham Mole
Marvin Stubbs
Travis Wright

Waste Supervisor 1

Larry Wilson

Waste Supervisor 2

Darran Kinsey

Trash Truck Driver 2

Leonardo Fernandez
Jessie Jefferson III

Buyer

Letrice Smith

Trash Truck Driver 1

Brian Dow
Joseph Rolle
Merrell Winfield

Waste Truck Driver

Emanuel Bryant
Harold Ferguson
Wayne Johnson
Brian McCoy

Special Projects

Administrator

Eugene Thomas

Systems

Analyst/Programmer 2

Julio Saavedra

Personnel Specialist 2

LaShon Wyche

Waste Equipment Operator

Eric Major

Welcome the following new members to the DSWM team:

Alvaro Arboleda, *Accountant 2, Accounting Division*

Ellis Dames, *Administrative Officer 3, Accounting Division*

Aneisha Daniel, *Assistant Director of Administration, Director's Office*

James Dell, *Waste Scale Operator, Landfill Division*
Sabrina Diaz, *Personnel Specialist 1, Human Resources Division*

Brigida Haynes, *Waste Attendant, Trash Division*

Joshua Magwood, *Welder, Maintenance Division*

Jeanmarie Massa, *Recycling Manager, Public Information and Outreach Division*

Lorna Santiago, *Clerk 2, Enforcement Division*

Shawntria Sasser, *Waste Scale Operator, Landfill Division*

Jason Shone, *Environmental Technician 2, Environmental Compliance Division*

Angela White, *Account Clerk, Accounting Division*

Finally, congratulations, best wishes and a heartfelt thank you for jobs well done to eight DSWM employees who have recently retired:

- L.C. Stubbs, *Waste Truck Driver, Garbage Division, 40 years*
- John Dent, *Trash Crane Operator, Trash Division, 35 years*
- David Taylor, *Waste Truck Driver, Garbage Division, 34 years*
- Jose Martinez, *Waste Supervisor 1, Trash Division, 31 years*
- Willis Washington, *Trash Crane Operator, Trash Division, 31 years*
- Gwendolyn Rollins, *Waste Enforcement Officer 1, Enforcement Division, 30 years*
- Isiah Lester III, *Waste Equipment Operator, Transfer Division, 28 years*
- Karrie Johnson, *Waste Supervisor 1, Garbage Division, 22 years*

DSWM Children Set Sail

On the morning of April 24, several children of DSWM employees set sail for national Take Our Daughters and Sons to Work Day. The children departed from Bayside Marketplace on the Island Queen to participate in an environmental educational boat tour along the Miami River. After the boat tour, they returned to the Department to experience a day in the life of their number one DSWM employee – their parent.

Congratulations on another successful Take Our Daughters and Sons to Work Day at the DSWM!



The children of DSWM employees: Malik Davis, Erika Perez, Emily Losada, Jaycee Lozano, Brett Webber, Tracie Eckford, Tynaisha Stevens, Alexandra Silver, Timothy Clark, Ekayla Knight, Carter Rodriguez, Luisa Carter, Gloria Peters, Alexis Johnson, Marlon Brutus, Tyrone R. Lomax, Danielle Walker, Maia Bell, Rashad Daniel, D'Andre Daniel, Deborah Rincon, Danah Patterson, NaKayla Hicks, Victoria Rogers, John Santiago, Kirchelle Rooks, Valencia Rumph, Yolanda Springer, Angela Culpepper and Adita Solomon.

CORNER

Delivering Excellence Every Day

EMPLOYEE SPOTLIGHT

Wolcut Pusey: Assisting Those in Need

There is nothing wrong with a pat on the back – recognition for our good deeds – to boost our morale and motivate us to assist more. Department employees have been recognized numerous times for our service in the community, but not often is an individual employee recognized from afar. Previous DSWM customer, Jerri Moeller did not have the opportunity to say good-bye to Waste Truck Driver Wolcut Pusey before moving out of state, so Moeller sent his appreciation all the way from Houston, Texas.

Pusey went above and beyond the call of duty by providing excellent service during the weekly garbage collection. He not only greeted Moeller, a disabled resident, with a pleasant smile, but he moved Moeller's garbage can out to the curb and provided him with important contact information and phone numbers.

"It is very difficult when you are put in a position of needing to depend on other people," said Moeller. "When those other people make you feel like you are not a burden, as Pusey did with me, it makes accepting difficult circumstances so much more bearable."

Moeller, expressing his appreciation from a distance, speaks volumes about not only Pusey's character, but his commitment to *Delivering Excellence Every Day*.

"I will always remember his kindness and appreciated the wonderful service he provided," continued Moeller. "He is a great asset to your Department."

Pusey began his career at the DSWM in 1984 as a Waste Collector in the North Division (3A) and was promoted to Waste Truck Driver in 2000. Over the past four years he has received three outstanding evaluations.

Kudos to Wolcut Pusey for a job well done!

Blue Book Reminder

The Miami-Dade County Blue Book is an important resource for all County employees to stay connected. Having updated information is essential. All County employees are required to keep their contact information in the Miami-Dade County Blue Book current. Please take a moment to login and verify that your information is accurate, especially your e-mail address and phone number.

DSWM Mission Gets an Update

Everyone has a purpose in life. Some people have theirs written down and many others have a mental note of what they want to achieve. Organizations also have a purpose, which is normally identified in a mission statement. One thing they all have in common is that they will change over time.

The Department is currently revising our mission statement to be sure that it reflects changes in the DSWM's



DSWM Assistant Director Aneisha Daniel.

business and purpose. Each division was asked to participate in evaluating our current mission statement and to provide suggestions that communicate our purpose, business and core values.

The effort to re-develop the DSWM mission statement is being led by our new Assistant Director of Administration Aneisha Daniel. "I hope that everyone at the DSWM participates in the process to develop a new mission statement," said Daniel. "The result will be a clear and effective representation of the Department's purpose and why we exist, how we will accomplish our purpose and our core values."



*Delivering Excellence
Every Day*



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